



State of Nevada Department of Business & Industry

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National Consumer Protection Week: Top 5 Scams

Scam # 4: Auto Warranty Scams

Las Vegas – Scammers are targeting car owners with questionable auto warranty renewal solicitations.

The mailings look like an important notice from your car dealer or manufacturer. The companies pull your car information from public records, so the information about your vehicle may be correct. However, these companies don't represent your dealer or the manufacturer. These are independent companies which are using misleading tactics to get your money.

Be sure your warranty really is expiring. You may not even have purchased an extended warranty for your car. Or, you may still have several months left on your current policy. Despite assurances from salespeople, consumers often find it hard to cancel and get refunds from these types of companies.

Many consumers find the policies hard to use after they've purchased them. It's often a case of over – promising and under-delivering. Salespeople will tell you on the phone that a full range of services are covered. Then, when you take the car in for service, you find that almost nothing is covered.

How to avoid this scam:

- Check your warranty before entering into any contracts.
 - Look up the license of the insurer on the Nevada Division of Insurance's website at <http://www.doi.nv.gov>.
 - Research the company thoroughly. Contact the Better Business Bureau (<http://www.bbb.org/>) and ask if any complaints are on file. Also, research the company online to see if any complaints have been posted on the BBB's message boards or on complaint websites.
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- If you decide to do business with one of these companies, make sure you get copies of the contract and all policies in writing.

About National Consumer Protection Week

National Consumer Protection Week (NCPW) is a coordinated campaign that encourages consumers nationwide to take full advantage of their consumer rights and make better-informed decisions. For more information, visit <http://www.ncpw.gov/>.

About the Fight Fraud Taskforce and Website

The statewide Fight Fraud Taskforce includes members from the Las Vegas Metropolitan Police Department and other local law enforcement agencies, the I.R.S., the Department of Justice, the Nevada Attorney General and its Bureau of Consumer Protection, the Secretary of State, the Better Business Bureau in Las Vegas and Reno, the Department of Business & Industry, the Clark County Recorder, the P.U.C., the Division of Mortgage Lending, the Department of Motor Vehicles, the Federal Trade Commission, Legal Aid Center of Southern Nevada, and experts from the private sector among others. The group acts as a clearinghouse for fraud information and strives to educate the public on how to avoid the latest scams. Visit <http://fightfraud.nv.gov> for more information.

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